

Request No. 415499T

Name

Business Name CORKLIN AND STEINHART

Consumer Information Name: Business Name: CORKLIN AND STEINHART Svc Address: 3661 S. MIAMI AV SUITE 806 County, Dade Phone: (305)-856-4073 City/Zip: Miami / 33133- Account Number: Caller's Name: PIPPA STEINHART Mailing Address: 3661 S. MIAMI AV SUITE 806 City/Zip: MIAMI ,FL 33133- Can Be Reached: (305)-856-2171 234 E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100	PSC Information Assigned To: VICTOR MCKAY Entered By: KM Date: 10/31/2001 Time: 14:30 Via: PHONE Prelim Type: OTHER PO: Disputed Amt: 0.00
	Utility Information Company Code: TL720 Company: BELL SOUTH TELECOMMUNICATIONS, Attn. John Merlino 415499T Response Needed From Company? Y Date Due: 11/26/2001 Fax: B	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / /
	Interim Report Received: / / Reply Received: 11/26/2001 Reply Received Timely/Late: T Informal Conf.: N	Closed by: VSM Date: 12/13/2001 Closeout Type: GI-99 Apparent Rule Violation: N

Please review the following notes in which the customer reports the following: Customer called and states that she switched her local service and continued DSL with Bellsouth. She was contacted by Bellsouth and was told to made billing arrangements, which she gave her American Express account. Her service has been disconnected without notice.

Please investigate this issue, contact the customer and provide me with a detailed written report that addresses the issues , and confirms the customer has been contacted either by letter or phone.

PLEASE NOTE** The information on this form is only a summary of the customer's concerns.

Inquiry taken by Kaullis Marshall

CAF FAX#: (850) 413-7168

CAF E-MAIL: pscreply@psc.state.fl.us

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11/06/01 Customer called. Customer was informed that Bellsouth had to respond before further action would be taken. Customer states that she was informed by Bellsouth that this complaint was closed. I informed her that it was not and that when we receive the response, she will be contacted. NChester

11/26/2001 Report received via email. AHashisho

12-13-2001 The company is reporting BellSouth.Net spoke with the customer and confirmed that her service was working properly. Due to the miscommunication, the issued the customer a free month of FastAccess. They also state they have no information concerning the AmEx card number given. Closed by letter. VMckay

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Paul Lowery

From: BellSouth@bridge.bellsouth.com
Sent: Monday, November 26, 2001 4:02 PM
To: pscreply@psc.state.fl.us
Subject: Contact Number: 415499T

BellSouth
Public Service Commission
Feedback Report

Please deliver to:

Customer Name: CORKLIN R STEINHART
PSC Complaint #: 415499T
Date of Complaint: 10/31/2001

Resolution Details:

1-26-01

FROM: Ms. Godsil, BellSouth

Our investigation reveals that on 11-01-2001 Ms. Regina Clemons with BellSouth Collections spoke with Pippa Steinhart who stated that she switched her service to another local service provider. She said she wanted to keep DSL service with BellSouth and was told that was fine, but she claims she was told she needed some form of payment. She then gave her American Express account to bill the DSL. She then claimed the telephone service was disconnected without notice. However, BellSouth records do not support this.

On 11/07/01 Ms. Valerie Cooksey, Manager-BellSouth.net and Joe Barker, Manager-BellSouth.net also spoke with Ms. Steinhart. The customer claims she was told that in order to remain a FastAccess customer she would have to have BellSouth local service as well. The customer was misinformed. Ms. Cooksey and Mr. Barker confirmed that the customer's DSL service was working satisfactorily. Also for customer satisfaction, Mr. Barker offered the customer 1 free month of FastAccess.

Message From: GODSIL, PAT
Date Sent: 11/26/2001